



COMMUNICATIONS ANALYST II

Characteristics of Work

Incumbents in communications services are responsible for designing implementing and maintaining new voice communications systems and upgrading and/or maintaining existing systems. These positions typically specialize in telephone services providing consulting assistance in the analysis and design of communications systems for the agencies. Communications Analysts have key responsibility for user contact and act as a liaison between the agency end users and technical staff to ensure that user requirements are met in the most effective way.

Communications Analyst II is the career-level where incumbents advise end-users on new voice and data systems and coordinate with vendors and billing to ensure that State agencies have a cost-effective communications system. Incumbents at this level have a thorough understanding of voice and data systems and voice and data networks and systems management tools. Incumbents are responsible for communications systems design, development and maintenance and may also provide second-level support and guidance to technicians and other communications staff. Responsibilities also include the more administrative tasks of monitoring costs and billing procedures to ensure that they are correct and cost-effective and if not, researching and recommending more cost-effective alternatives.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Advises end-users on new voice and data system options.

Reviews user communications requirements and designs systems to meet client needs.

Implements communications systems for new agency customers providing technical guidance and training to ensure a smooth transition to the new system.

Provides second-level support and guidance to communications technicians and other communications staff.

Monitors project progress and reviews unit and systems test results.

Monitors costs and billing procedures to ensure they are correct.

Coordinates with vendors and clients to ensure agencies have cost-effective communications systems.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Works with end-users and vendors on the design of communications systems.

2. Ensures accurate billing and cost-effective communications systems services.
3. Provides technical and administrative support to less experienced communications technicians and analysts.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to walk; and use hands to finger, handle or feel objects, tools or controls. The incumbent is frequently required to sit; and reach with hands and arms. The incumbent is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in communications or a related field;

OR

Education:

An Associate's Degree from an accredited two-year college in communications or a related field;

AND

Experience:

Two (2) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Four (4) year of directly related experience.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.